

COMMONWEALTH OF MASSACHUSETTS

DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

NSTAR Electric Company, D.T.E. 01-71-A

First Set of Information Requests

- DTE 1-1 Refer to Exhibit NSTAR-HCL at 2, line 16, where the Company states that it will formally adopt and sponsor the service quality performance results for NSTAR Electric filed with the Department on October 29, 2001. Does the Company also intend to formally adopt and sponsor the individual service quality plans that were approved by the Department on December 5, 2001? Provide a complete explanation.
- DTE 1-2 Refer to Exhibit NSTAR-HCL at 3, line 3. Please provide a full and complete explanation as to how the merger of BEC Energy and Commonwealth Energy System affected the benchmark and penalty calculations of the service quality performance results for each of the individual electric distribution companies.
- DTE 1-3 Refer to (1) Exhibit NSTAR-HCL at 4, line 12, and (2) the Company's service quality performance report filed with the Department on October 29, 2001, at 8. Reconcile the difference between the \$3,934,574 penalty reported in Exhibit NSTAR-HCL and the \$3,946,574 reported in the October 29 report. Which penalty level does the Company intend to apply?
- DTE 1-4 Refer to Exhibit NSTAR-HCL at 4, line 19, where the Company states that one-time credits would be provided to Boston Edison customers for the difference between the \$3,934,574 and direct payments that have already been made. Would the Company consider giving customers a choice between direct payments or one-time credits? Provide a complete and detailed explanation.
- DTE 1-5 Refer to Exhibit NSTAR-HCL at 4, lines 14-15. Provide all supporting workpapers, calculations, assumptions, etc. used to derive the approximately \$1 million in direct payments to customers. As part of this response, please confirm whether such direct payments were made only to customers of Boston Edison Company.
- DTE 1-6 Refer to Exhibit NSTAR-HCL at 4, lines 14-15. Please explain the underlying rationale for the direct payments made to customers of approximately \$1 million. By way of example, were such direct payments intended as compensation for tangible losses suffered by customer, or for some other reason or reasons?
- DTE 1-7 Refer to the Company's service quality report filed with the Department on October 29, 2001, at 8. Please explain why the Company proposes to subtract

its direct payments from the \$3,946,574 penalty amount calculated in Appendix A.

- DTE 1-8 Refer to the Company's service quality performance report filed with the Department on October 29, 2001, at 1. Reporting periods are indicated as follows: (1) September 1, 1999 through August 31, 2000; and September 1, 2000 through August 31, 2001. Please identify the starting and ending dates of the next service quality performance reporting period for NSTAR Electric.
- DTE 1-9 Refer to Exhibit NSTAR-HCL, at 2, lines 16-17, where it states that "My testimony will formally adopt and sponsor the service quality performance result for NSTAR Electric filed with the Department on October 29, 2001." Please explain whether the performance results provided on October 29, 2001 are consistent with the most recently approved Service Quality Plans. If these are not consistent, please explain the difference and provide performance results calculations consistent with approved Service Quality Plans.
- DTE 1-10 Refer to Exhibit NSTAR-HCL, at 4, line 12, where it states "NSTAR Electric is proposing to return to customers an amount equal to the \$3,934,574 penalty that would result from the application of the Department's service quality guidelines for the reporting period."
- (a) Please explain whether the Company intends to apply the Department's service quality guidelines, including the penalty provisions, in future performance reporting periods;
- (b) Please describe the accounting treatment selected for the \$3,934,574 amount. In what specific account or accounts will that amount appear? Please explain the reasons for selecting the specific account or accounts;
- (c) Please explain when the remainder is expected to be paid to customers.
- DTE 1-11 Refer to Exhibit NSTAR-HCL, at 4, lines 19-21, where it states "NSTAR Electric is interested in hearing from consumer representatives in this proceeding as to how best to structure the remainder of the payments." Please explain if the Company has its own proposal on how to best structure the remainder of the payments.
- DTE 1-12 Please refer to November 16, 2001, D.T.E. 01-71, at 2-3, where it states "under the single NSTAR plan, the Company will track and report service quality data for each individual Company and will propose performance benchmarks in its March 2002 filing."
- (a) Please identify the dates of the performance period that the March 2002 filing is intended to address;

(b) Please explain if the March 2002 filing would include penalty provisions consistent with the revised D.T.E. 99-84 plans; and

(c) Please explain how the March 2002 filing relates to the two performance reporting periods described in Exhibit NSTAR-HCL at 2, lines 20-21.

DTE 1-13 Provide all supporting calculations, assumption, etc. used in calculating all the results in the October 29, 2001, DTE 99-19 - Service quality Performance Results for NSTAR, Appendix A.